



Disciplinary Procedures UK

Moneyball 2.0 Leadership Training



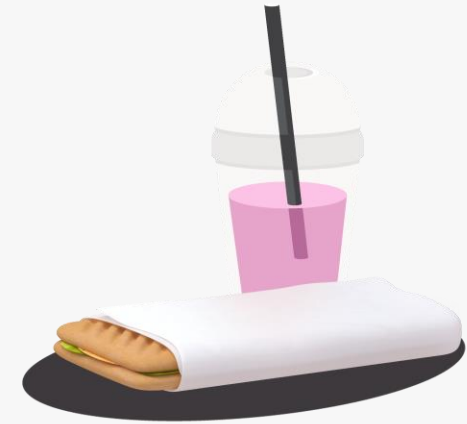
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Agenda

- 1 **What Are Disciplinary Procedures & Why Are They Important?**
- 2 Informal Vs Formal Disciplinary Procedures - Overview.
- 3 Informal Disciplinary Procedures.
- 4 Formal Disciplinary Procedures.





What Are Disciplinary Procedures? Why Are They Important?



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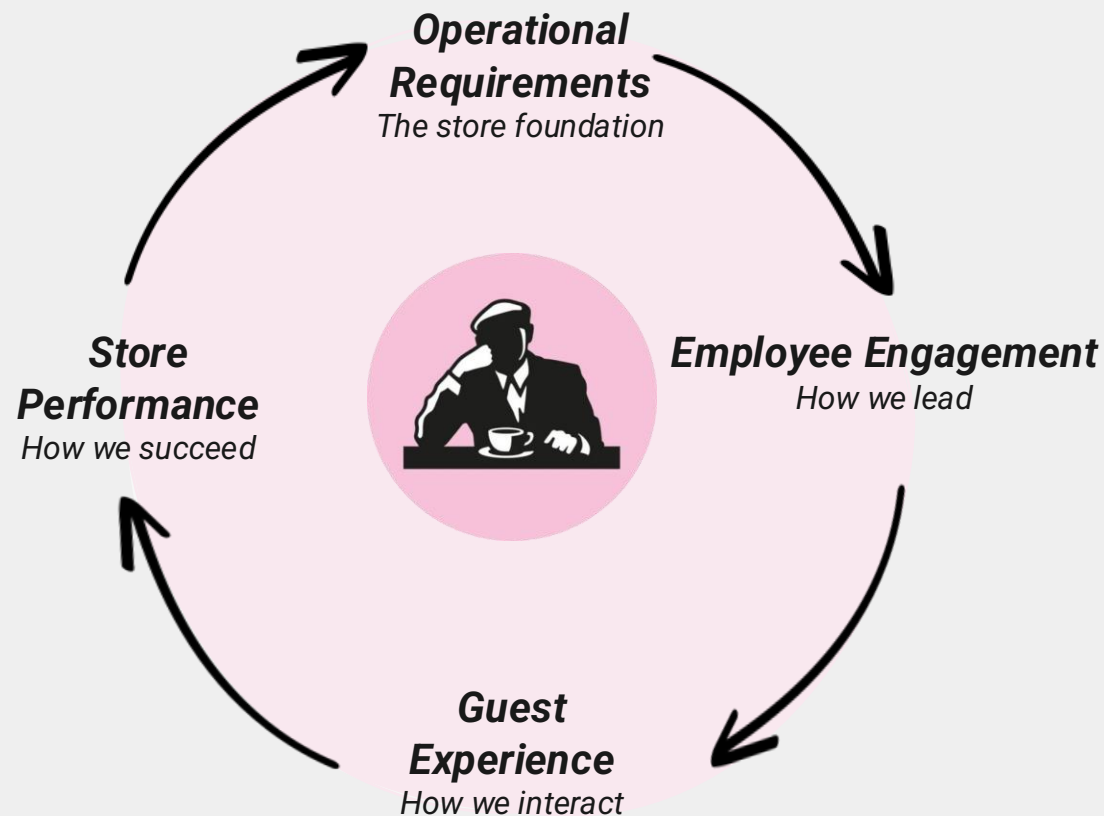
Definition – Disciplinary Procedures are structured and standardised processes designed to support management and the wider business in effectively handling: Poor Performance or General Misconduct

➡ Not only in a way that adheres to legal practice, but rather best practice.



**Why executing
Disciplinary Procedures
is important.**

CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within
the Circle of Operational Excellence in your store?



Why executing Disciplinary Procedures is important.

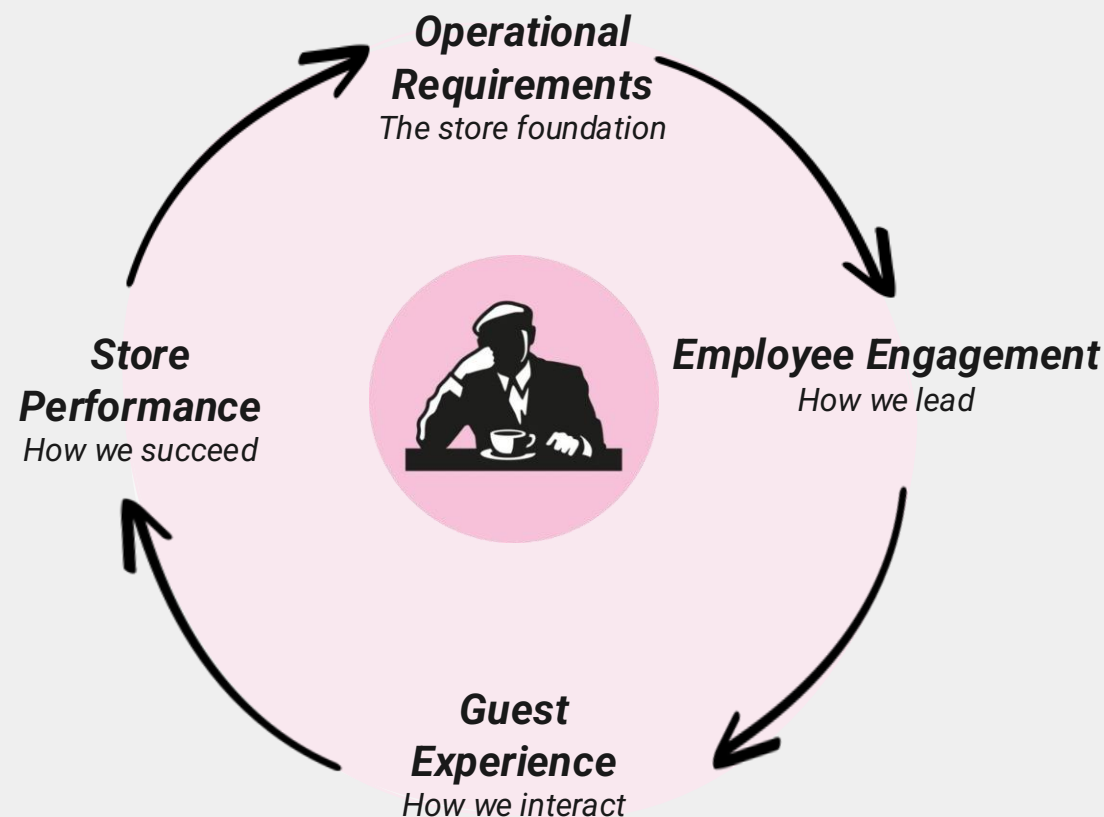
As managers, our goal is to drive **the circle of operational excellence**. To achieve this, it's essential that our teams consistently meet the operational standards required for high operational performance.

It's natural that not every team member will meet these expectations immediately - especially at the beginning of their journey. In most cases, with the right/**positive attitude**, guidance, coaching, and feedback, individuals will adapt and align with our standards over time.

However, there may be instances where these proactive measures do not suffice.

In such cases, further action is necessary to ensure the conduct / performance which is not aligned with expectations are addressed and mitigated accordingly – through **Disciplinary Procedures**.

CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within *the Circle of Operational Excellence* in your store?



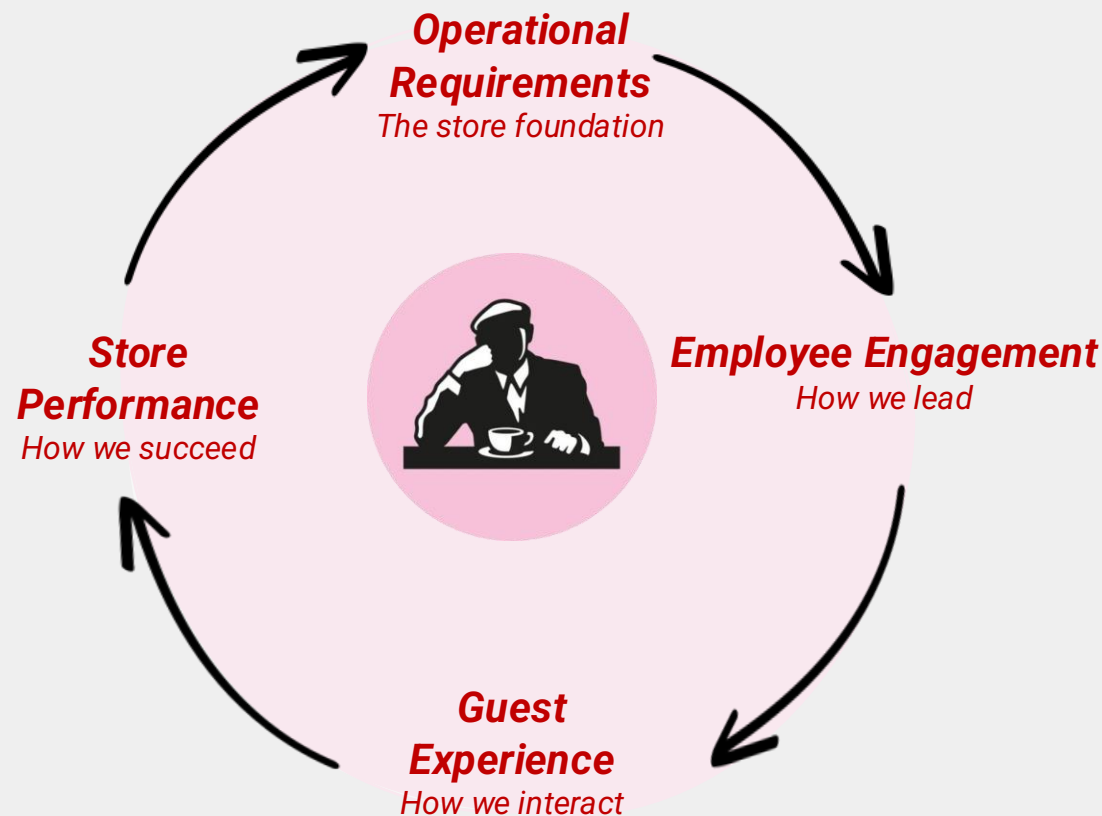
Why executing Disciplinary Procedures is important.

[...]Disciplinary Procedures.

Failure to effectively address, mitigate and manage poor conduct or performance puts the **circle of operational excellence** at risk.

As, this can lead to inconsistent standards, a sense of unfairness, frustration, and a lack of physical or psychological safety within the team - ultimately resulting in declining morale, reduced productivity, and the normalization of underperformance and poor service etc...

CIRCLE OF OPERATIONAL EXCELLENCE

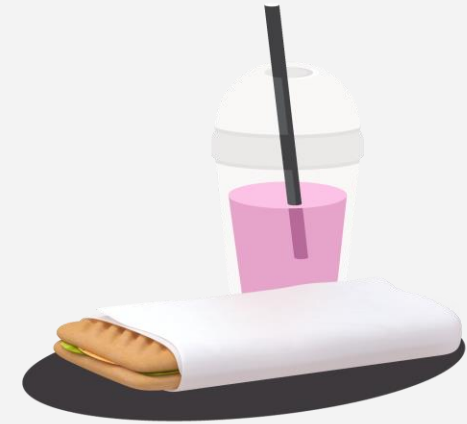


How does mastering these skills affect each area within
the Circle of Operational Excellence in your store?



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Informal Vs Formal Disciplinary Procedures - Overview



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Before Disciplinary Procedures



Efforts to address, manage, and mitigate poor conduct or performance - prior to escalation to Disciplinary Procedures —can take the form of **Juicer Talks, Management Coaching, or General Feedback.**

These interventions are open to anyone, regardless of role or level. Whether you're supporting a friend's professional development, guiding a trainee, offering feedback to a team member, or even constructively challenging your manager, these conversations are all part of fostering a culture of **growth**.

The ultimate goal is to resolve issues early and constructively - mitigating any need for disciplinary action wherever possible. However, as noted prior, escalation may sometimes be necessary.



Think of A situation where someone made you correct your behaviour without having to escalate.



Disciplinary Procedures Overview

Disciplinary Procedures are made up of both:

I **Informal** Disciplinary Procedures

II **Formal** Disciplinary Procedures

Similarly, the primary aim of informal disciplinary discussions is to ensure that concerns are clearly outlined, understood and effectively resolved / rectified - making escalation to formal Disciplinary Procedures unnecessary.

However, again, there are times when, despite best efforts, escalation may still be required.

To the right, you'll find a breakdown of the various groups involved in contributing, executing and managing Disciplinary Procedures. Each plays a vital role in ensuring it is handled fairly and successfully.



Anyone



Local Management



District Managers



People Team

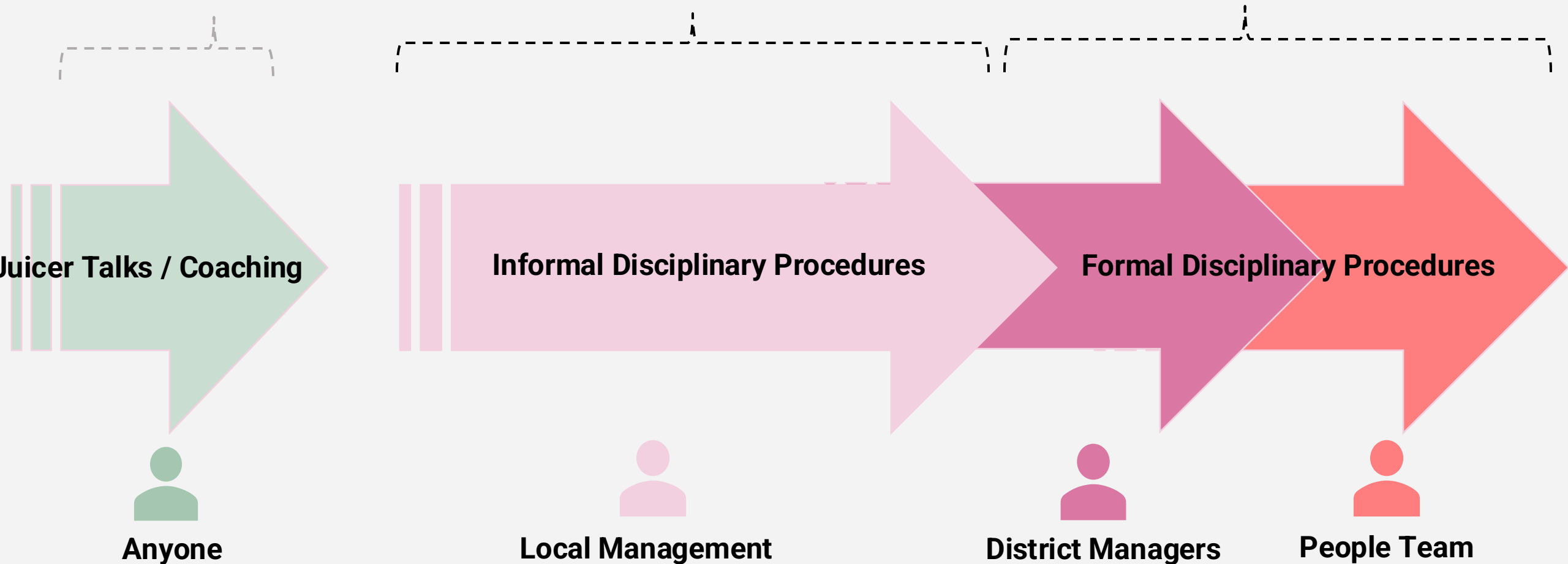


Disciplinary Procedures Overview

*does **not** form part of the Disciplinary Procedures

I- **Informal** Disciplinary Procedures (IDP)

II - **Formal** Disciplinary Procedures





Disciplinary Procedures Breakdown

Informal Disciplinary Procedures

Conducted by Local Management (Bar Managers up District Managers).

IDPs are consist of 3 steps:

- 1. Informal Chat
- 2. One-to-One
- 3. Letter of Concern

Formal Disciplinary Procedures

Conducted exclusively by District Managers.

The specific formal disciplinaries in question relate to:

- Probation Review Meetings
- Basic Investigation Meetings

Formal Disciplinary Procedures

Conducted exclusively by People Team Associates.

The specific formal disciplinaries in question relate to:

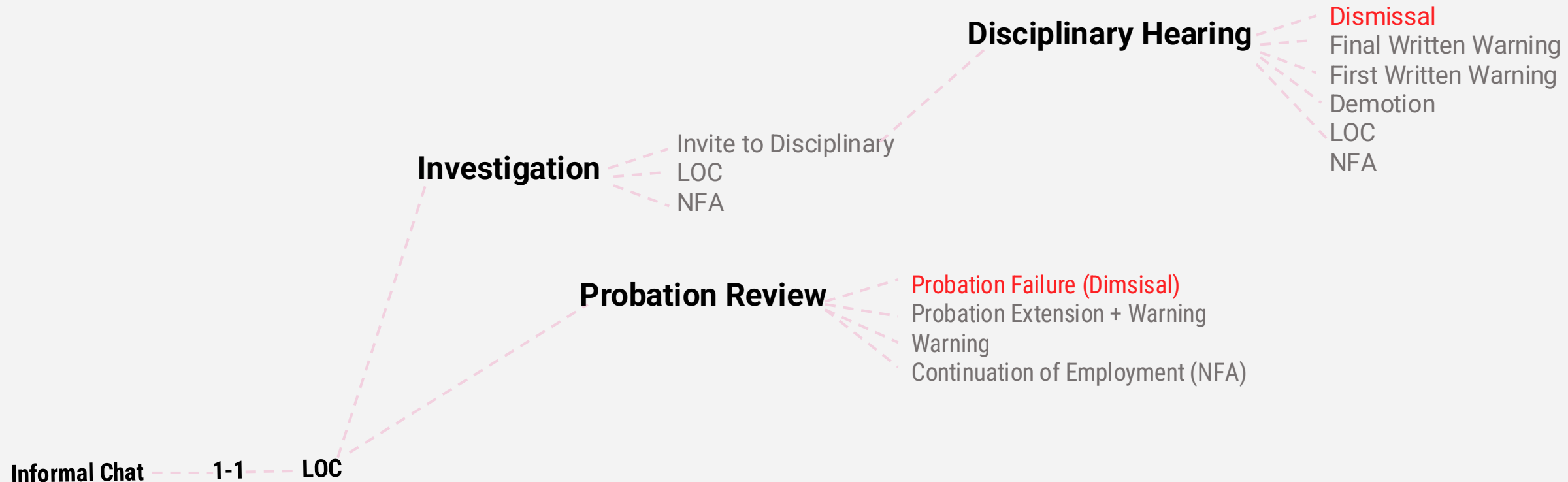
- Complex Investigation Meetings
- Disciplinary Outcome Meetings
- Appeal Meetings





Disciplinary Procedures Map

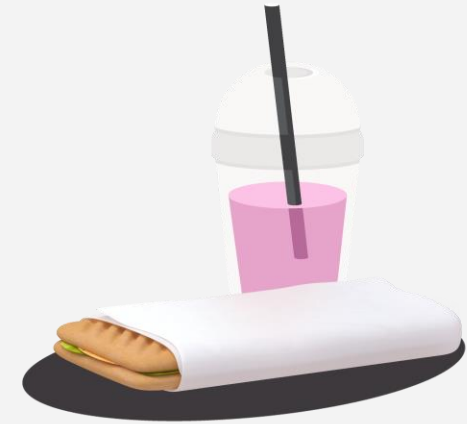
- The following outcomes *can* be subject to **Appeal**: Probation Extension, Probation Failure, Demotion, First Written Warning, Final Written Warning, & Dismissal.
- Appeal outcome can either be Upheld or Overturned.





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Informal Disciplinary Procedures.



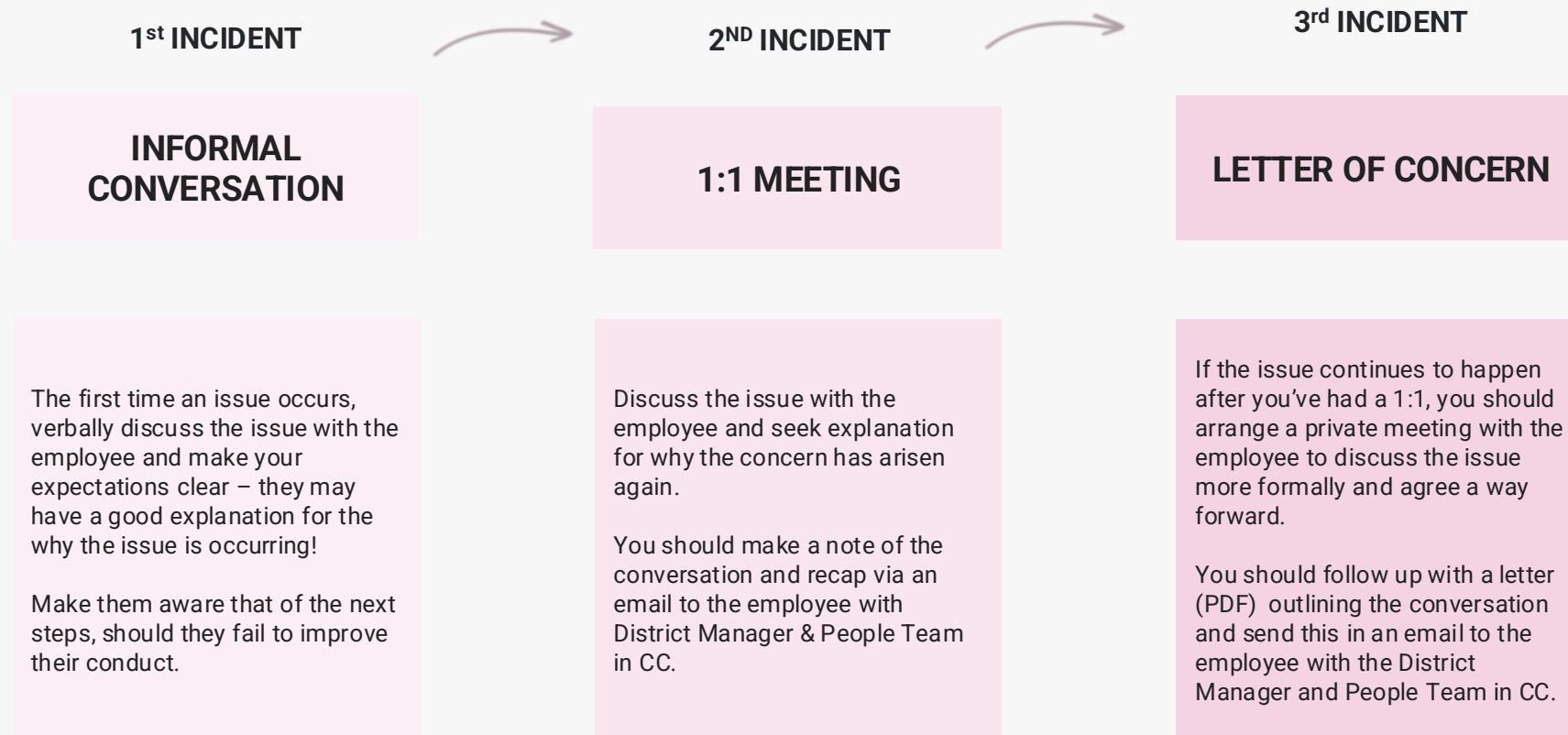
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Moneyball 2.0 Leadership Training (Store Managers – District Managers)

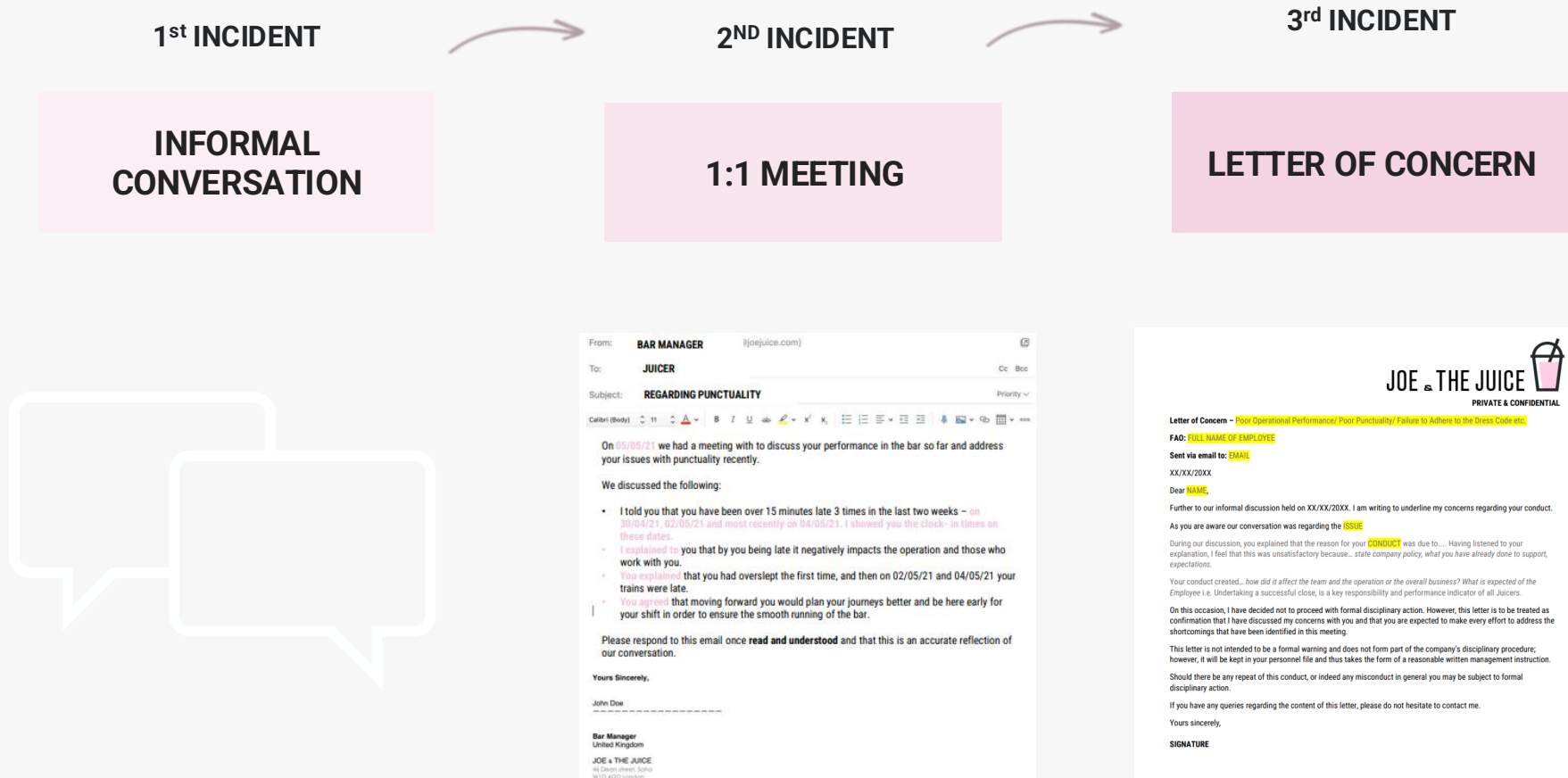


Informal Disciplinary Procedures – 3 Steps





Informal Disciplinary Procedures – 3 Steps





Informal Disciplinary Procedures – Key Takeaways.

- ❑ **Escalation:** the key principle is that you escalate from one step to the next when the *same* issue (performance or conduct) is brought to your attention. While Informal Disciplinary Procedures (IDPs) serve as a guiding framework, managers have the discretion to escalate more quickly or more gradually - depending on the nature and severity of the case.
- ❑ **Consistency:** ensure the approach is the same for all employees
- ❑ **Transparency:** inform the employee from the get-go if you will recap-ing the discussion, and what course of action you are taking.
- ❑ **Privacy:** ensure that these IDPs are being issued in a private, professional setting.
- ❑ **Professionalism:** ensure these are conducted professional, no slang, profanity, don't refer to your opinion, refer to policies & facts.
- ❑ **72 hours follow-up:** You don't have to send 1-1 or LOC recaps on the same-day. This can be sent within a reasonable time frame.



Matters Requiring Immediate Escalation / Accessing the Threshold

Allegations of Drug / Alcohol Use	Failure to Follow Food Safety	Failure to Register Employee Meals	Profanity
Poor Punctuality	Absence Without Notice	Poor Personal Conduct	Poor Customer Service
Poor Attitude	Failure to Clock In	Allegations of Sexual Harassment	Failure to Adhere to Dress Code
Allegations of Discrimination	Failure to Complete Shift change	Failure to Meet Deadlines	Poor Management
Poor Store Close	Poor Store Open	Poor Communication	Allegations of Theft



Informal Disciplinary Procedures - Application & Practice.

A) Edward Shaw

Edward passed his performance shift 2 weeks ago, but you note that he has failed to maintain basic standard hygiene such as, failing to wash his hands when entering the bar as well as failing to wash fruits and vegetables when prepping.

A week ago you spoke to him about this but you have noticed that his conduct has continued and now, he is also failing to flush the juice station when changing base.

What would you do?



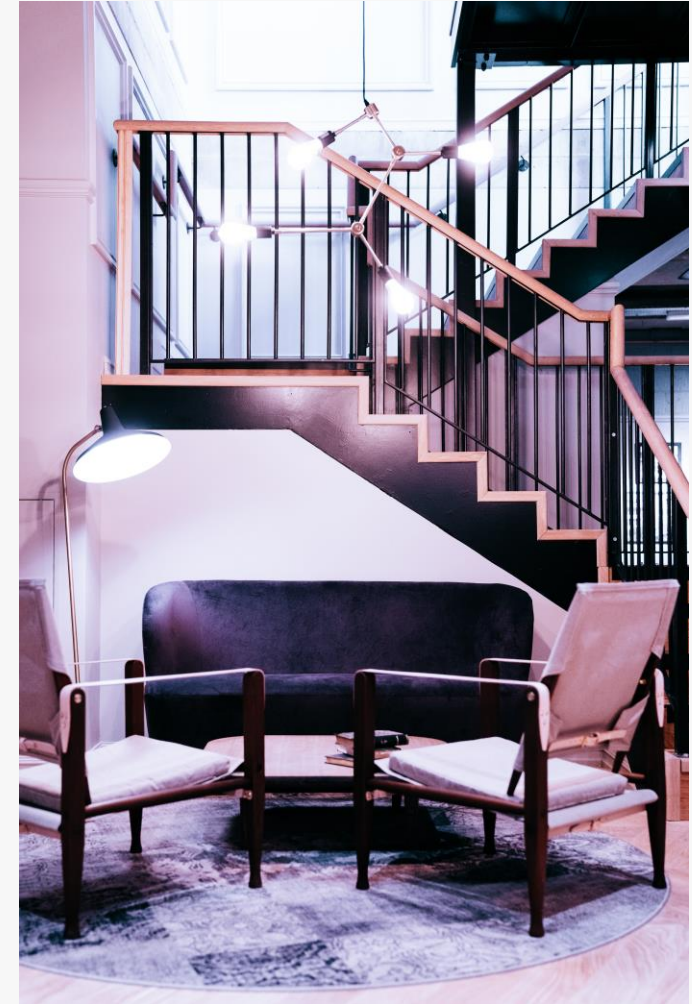


Informal Disciplinary Procedures - Application & Practice.

B) Mohammed Bouhennicha

Mohammed is 9 months into his employment. He has always been an exemplar employee but as of late, you have noticed that he has been late by 7 minutes on two occasions on differing shift patterns.

What would you do?





Informal Disciplinary Procedures - Application & Practice.

C) Ying Samuels

Ying was issued with a LOC for poor operational performance 1 month ago. Since then, her operational performance has significantly improved. However, yesterday Ying and Chloe had a dispute BTC where profanity was used, and Ying slammed a canteen in the sink before exiting the bar.

What would you do?





Informal Disciplinary Procedures - Application & Practice.

D) Teddy White

Whilst on shift, a customer uses a racial slur towards the Till Captain. In retaliation, Teddy who was on the Sandwich Station and heard this, says the following to the customer, “f*** off, you f***** p****!”

What would you do?





Informal Disciplinary Procedures - Application & Practice.

D) Teddy White (II)

Whilst on shift, a customer uses a racial slur towards the Till Captain. In retaliation, Teddy who was on the Sandwich Station and heard this, says the following to the customer, “f*** off, you f***** pr***!” and **physically pushes them out of the store.**

What would you do?





Informal Disciplinary Procedures - Application & Practice.

E) Julia Smith

Julia is very popular amongst the team however, several members of the team have approached you about Julia's grooming standards (namely she has dirt under her nails) and body odour. They have expressed discomfort, and you have also noticed the concerns first hand.

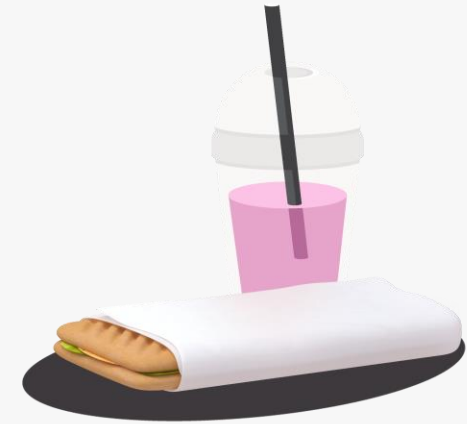
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Formal Disciplinary Procedures.



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Disciplinary Procedures Breakdown - RECAP

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MANAGER SPECIALIST SESSIONS

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